



# TheHandi-Van Rider's Guide



Revised July 2022

If you would like a copy of TheHandi-Van Rider's Guide in an accessible format (i.e. large print, audio or Word document file), please call (808) 768-8300.

This Rider's Guide provides TheHandi-Van Cardholders with information you will need to use TheHandi-Van. The Rider's Guide does not replace City, State, and Federal laws and regulations that govern operations of TheHandi-Van.

## **Hours of Operation and Service Area**

TheHandi-Van service operates during the same days and hours as TheBus and is available in areas located within three-fourths ( $\frac{3}{4}$ ) of a mile of TheBus Routes.

## **Fares and Payment**

Every **TheHandi-Van Cardholder** and **Companion** riding TheHandi-Van shall pay a fare of **\$2.25** per one-way passenger trip.

There is no charge for a **Personal Care Attendant (PCA)** or **Service Animal** when accompanying a TheHandi-Van Cardholder.

Be prepared to pay the exact fare. Operators do not carry change, and are not allowed to search personal items for a customer's fare. If you wish to use **fare tickets** instead of cash, you may purchase them from TheBus Pass Office; call **(808) 848-5555 and Press 4** for more information.

## **Making a Reservation**

Call **(808) 456-5555 (voice)** and **Press 1** or **7-1-1 (TTY)** between 8:00 a.m. to 5:00 p.m. daily. You may make a reservation from 1 to 3 days before the date of your trip. Please have the following information ready:

- Your name and a telephone number where you can be reached
- The day and date of your trip
- Your street address and precise directions to your pickup location
- Your destination or street address
- The time you wish to be picked up **OR** dropped off
- If you are also scheduling a return trip on TheHandi-Van, the time you will be ready for pickup for your return trip
- The form of payment you will be using (cash or ticket)

- Whether you will be using a mobility aid (e.g., wheelchair, extra-large wheelchair, oxygen tanks, walker, rollator, or scooter) or if you will need to use the vehicle lift. TheHandi-Van Operator must secure all mobility aids inside the van.
- Whether you will be traveling with a Personal Care Attendant (PCA), a Companion, or a Service Animal. If you need personal assistance to and from TheHandi-Van vehicle, it is your responsibility to make these arrangements.
- TheHandi-Van Operator will not transport anyone who is not prescheduled for a trip.
- Additional Companions are accommodated on a space-available basis only. Operators cannot take Companions who are not prescheduled for a trip.
- PCA's and Companions must get on and off the van at the same place and time as the customer.
- If a customer cannot be left unattended (as a result of their disability or impairment), someone must be available to receive the passenger upon the vehicle's arrival at their destination.

Your Reservationist may negotiate a pickup time that is up to 60 minutes before or after your requested pickup time. Same-day reservations are accepted only if space is available.

## **Mobility Aids**

TheHandi-Van can transport, at minimum, all occupied mobility aids weighing up to six hundred (600) pounds and measuring thirty (30) inches in width and forty eight (48) inches in length. Operators will secure all mobility aids inside the van.

Any mobility aid that you will use on TheHandi-Van should be reviewed, measured and weighed with the rider in it by TheHandi-Van Eligibility Center (808-538-0033). For further assistance, call Oahu Transit Services, Inc. at (808) 456-5555.

## **Holidays**

Regularly scheduled rides that fall on a holiday are automatically cancelled. Please call (808) 456-5555 (voice) or 7-1-1 (TTY) to schedule your ride on the following holidays:

- |                               |                       |                        |
|-------------------------------|-----------------------|------------------------|
| • New Year's Day              | • Memorial Day        | • Veteran's Day        |
| • Martin Luther King, Jr. Day | • King Kamehameha Day | • General Election Day |
| • President's Day             | • Independence Day    | • Thanksgiving Day     |
| • Prince Kuhio Day            | • Admissions Day      | • Christmas Day        |
| • Good Friday                 | • Labor Day           |                        |

## **About Your Ride**

All TheHandi-Van Cardholders must carry their TheHandi-Van Photo Identification Card when they ride TheHandi-Van. Please ensure that you are properly attired and bandage or cover any open sores or wounds.

TheHandi-Van provides shared ride, origin-to-destination (curb-to-curb) service. It is not an emergency or taxi service.

TheHandi-Van Cardholder may request **Reasonable Modifications** in policies, practices, or procedures to ensure that the service is accessible to them by calling Customer Service at **(808) 456-5555 (voice) and Pressing 3** or **7-1-1 (TTY)**. In accordance with US Department of Transportation guidelines, enhanced service beyond the curb when needed by passengers is not an unlimited right.

You should wait at the sidewalk or at another safe waiting area in front of the pickup location. Operators may assist you to and from the vehicle and the door of your building. Operators cannot enter buildings nor do they assume the role of a PCA.

You can expect the van to pick you up within thirty (30) minutes after your scheduled pickup time. We refer to this thirty (30) minutes as your **Pickup Window**. Please be ready by the earliest time in the Pickup Window. You can also see your van's estimated arrival time using the online **Estimated Van Arrival (EVA)** system. For more information on EVA, please call Customer Service at **(808) 456-5555 and Press 3**.

If a van arrives early, you may volunteer to leave early, but you are not obligated to leave until your scheduled pickup time. Operators will wait up to 5 minutes after the scheduled pickup time, or 5 minutes after they arrive if they arrive later than the scheduled pickup time, and then leave.

For one-way streets, pickup and drop off is on the right curb side to ensure entry/exit is on the opposite side of moving traffic and the lift can be properly deployed.

**Safety belts.** All riders must use the provided seat belt and/or shoulder harness and remain seated while riding on TheHandi-Van. Undoing a seat belt and/or walking around in the van while it is in motion is not permitted. We require that customers in wheelchairs also use a personal lap belt. Those with a written medical waiver may be exempt from this requirement.

Trip changes after boarding the vehicle are not allowed. You must go to the destination stated in your reservation.

Please bandage or cover any open sores or wounds to prevent accidents or exposure to other customers. Riders who have had urine or bowel accidents and are not cleaned up prior to pick up may be denied transportation service for health and safety reasons.

TheHandi-Van reserves the right to determine whether to provide transportation using its own Operators and vans, or by using a contracted transportation service.

## **Cancellations**

Please call the Cancellation line at **(808) 456-5555 (voice) and Press 2** or **7-1-1 (TTY)** as soon as you know that a trip is not needed. If you do not cancel your reservation at least two (2) hours before the scheduled pickup time, you will be considered a "no-show."

Please cancel all trips that you do not need even if they do not meet the 2-hour cancellation policy.

**A “No-Show” occurs when:**

- You are not at the requested pickup address and the Operator cannot locate you;
- You are at the pickup address but not ready to board the van within 5 minutes of the arrival of an on-time van
- You have not called to cancel your trip at least two (2) hours prior to your pickup time
- Your pickup is within a gated community requiring special entry and you fail to arrange entry for the paratransit vehicle before your pickup time.

Riders who have repeated “no-shows” may be suspended from TheHandi-Van service.

**Service Animals\***

Service animals are defined as “animals that are individually trained to perform tasks for people with disabilities, such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person who is having a seizure, or performing other special tasks.”

**Pets\***

Pets (or emotional support or comfort animals) are not allowed unless they are in a cage or carrier that can be stored under the rider’s seat or on the rider’s lap without inconveniencing other riders.

\*If a Service Animal or Pet is out of control and the owner does not take action to control it, or the animal poses a direct threat to the health or safety of others, the Operator may refuse to transport the animal or take action to have it removed from the vehicle.

**Packages**

You may carry **only** two (2) small pieces of luggage or bags you are able to manage by yourself. They should be light enough for you to carry and hold on your lap, or small enough that they can be placed under your seat without interfering in the movement of your fellow passengers during transport. If you are going shopping and anticipate carrying more than two (2) bags, other arrangements should be made.

**Children**

Children 5 years and under ride free when accompanied by a fare paying adult. Children under 4 years of age or who weigh under 40 pounds must travel in an approved child seat. TheHandi-Van vehicles are not equipped with child seats, so you will need to bring one with you. Service will be denied if a child does not have an approved child seat.

**Lost and Found**

Articles found on TheHandi-Van will be turned in to the Customer Service Office. Articles will be held for forty five (45) days.

## **Prohibited Acts and Misconduct**

- Consuming food or drink, unless required for medical reasons;
- Playing a radio, television, cassette or CD player without earphones;
- Bringing on pets that are not carried in a container that can be placed under the seat or on the rider's lap;
- Refusing to use or removing the seatbelt and/or shoulder harness while the van is in motion
- Littering;
- Carrying or possessing any flammable liquid or gas (other than medical oxygen);
- Knowingly failing to pay a fare;
- Knowingly urinating, or defecating on the vehicle;
- Using someone else's pass or card;
- Threatening the Operator; and
- Doing or carrying anything that may cause harm or danger to other passengers or the Operator.

## **Suspension of Service**

In the event of any violation of TheHandi-Van Rules and Regulations, or any other law or rule related to TheHandi-Van, service may be suspended to a cardholder for up to twelve (12) months at the discretion of the Director of the Department of Transportation Services (DTS) or the Director's Designee.

## **TheHandi-Van Phone Numbers**

**New Reservations or Reservation Changes** (*Daily, 8:00 a.m. – 5:00 p.m.*)

**Cancellations** (*Daily, 24 hours*)

**Late Van Inquiries** (*Daily, 4:00 a.m. – 12:00 midnight*)

**Lost & Found** (*Monday – Friday, 7:30 a.m. – 4:00 p.m.*)

(808) 456-5555 (voice) • 7-1-1 (TTY)

## **Fare Ticket Purchases**

TheBus Pass Office (*Monday – Friday, 7:30 a.m. – 3:30 p.m.*)

(808) 848-5555, press 4 (voice) • 7-1-1 (TTY)

## **Personal Information Changes**

TheHandi-Van Eligibility Center (*Monday – Friday, 8:00 a.m. – 5:00 p.m.*)

(808) 538-0033 (voice) • 7-1-1 (TTY)

## **Customer Service Comments**

Oahu Transit Services, Inc. (*Monday – Friday, 7:30 a.m. – 4:00 p.m.*)

(808) 456-5555 (voice) • 7-1-1 (TTY)

Department of Transportation Services (*Monday – Friday, 7:45 a.m. – 4:30 p.m.*)

(808) 768-8300 (voice) • 7-1-1 (TTY)